

NEW EMPLOYER JOINS VITALITY

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Employer

Complete employer application form including employer level decision - compulsory, voluntary* or disallow Vitality membership for employees

Complete member application form including: Opt in/out of Vitality. Existing H&RC membership no. and branch name. Existing RWFL membership no. and branch name.

Pass application forms to Momentum Health Via intermediaries

Pass application form to employer

Load application forms. (System automatically checks employee opt in/out decision is in line with employer level decision)

Employee

Complete member application form including: Opt in/out of Vitality. Existing H&RC membership no. and branch name. Existing RWFL membership no. and branch name.

Underwrite and activate employer and employees

MH Systems Dept.

From January '98:
Provide new membership list to Hot Line for H&RC and RWFL membership confirmation - weekly**

**Unless Hot Line has direct access to the Client Services query screens.

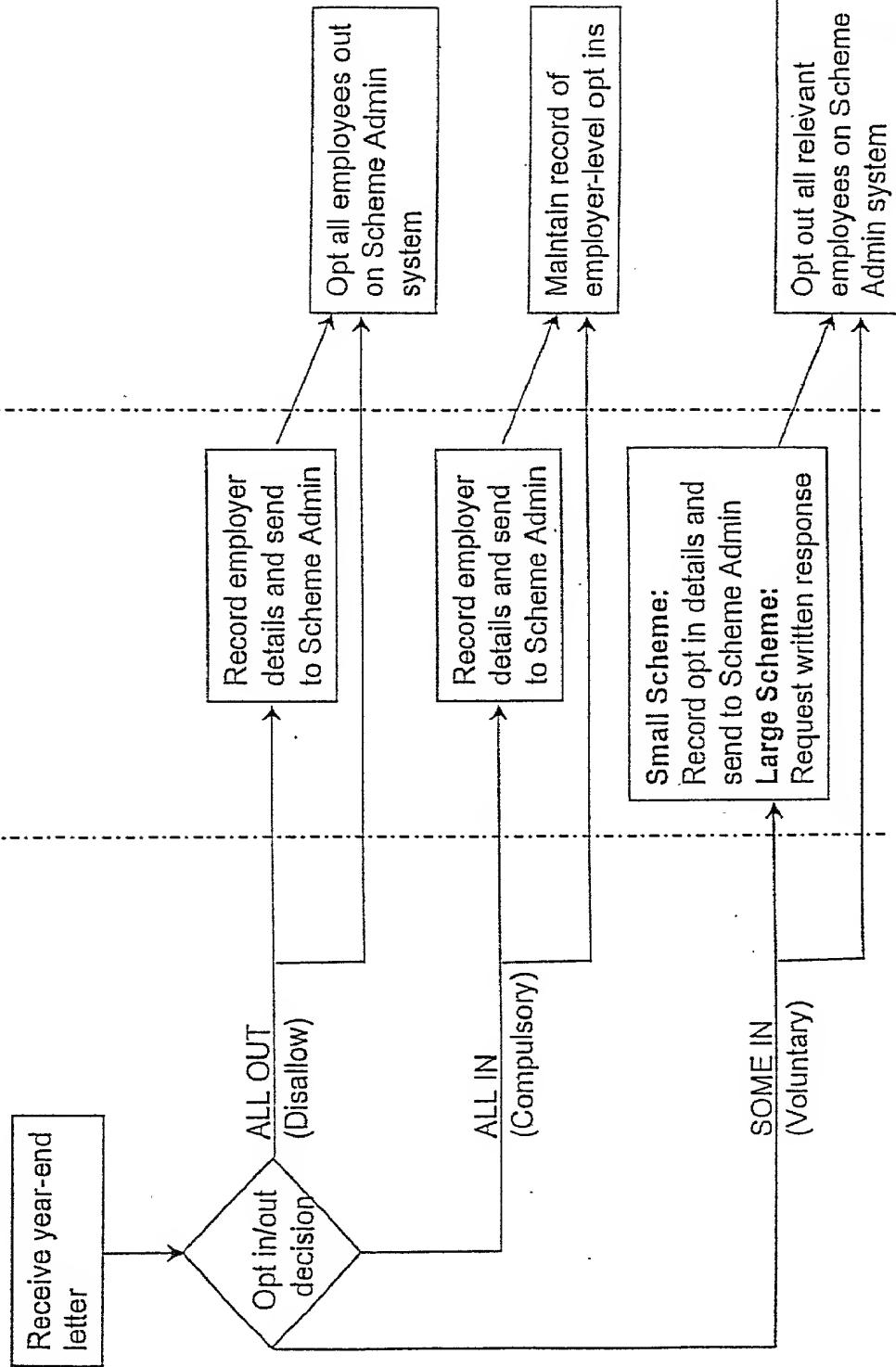
*Where employer decision is 'Voluntary' either the employer specifies which employees are opted in or the employer allows employees to specify via the member application forms.

EMPLOYER OPT OUT / OPT IN PROCESS

Employer

Hot Line

Scheme Admin



CLAIM VITALITY POINTS FOR EXISTING HRC/RWFL MEMBERSHIP

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Vitality Member

Call Vitality Hot Line to claim points for principal member's existing HRC/RWFL membership and to score points every time principal or dependant visits HRC or RWFL

Request and record the following:
• Member name
• Employer name
• Member Discovery Card no.
• Member date of birth
• HRC/RWFL membership no.
• HRC/RWFL start date
• HRC/RWFL branch name
• Dependents names (if on Discovery)
• Dependents HRC/RWFL membership nos.

Hot Line

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• Employer name
• Member Discovery Card no.
• Member date of birth
• HRC/RWFL membership no.
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MH Systems Dept.

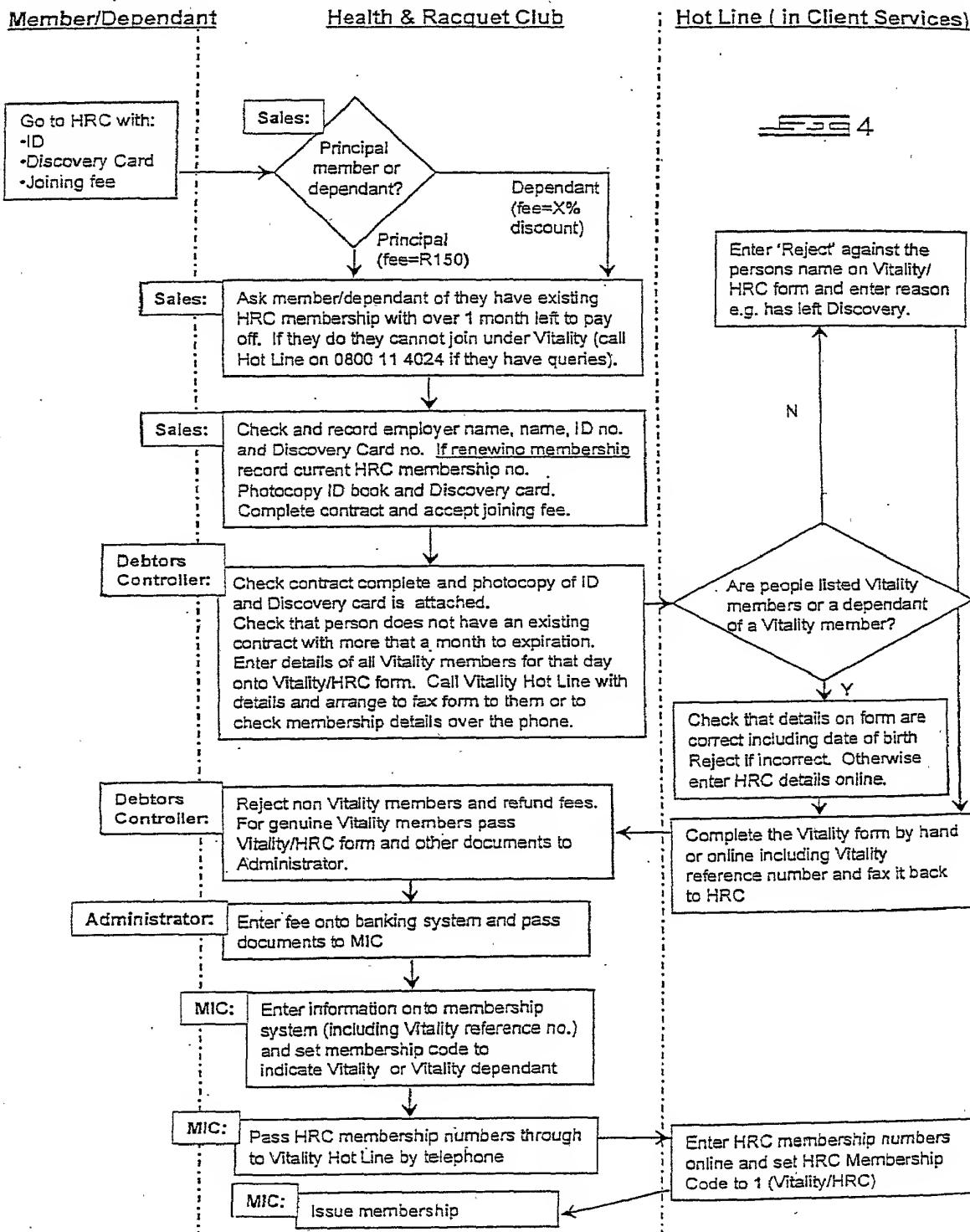
Download Hot Line data onto Vitality points system monthly checking that people are Vitality members or dependants of Vitality members

Where principal member has existing HRC and/or RWFL membership add score Vitality points against principal member

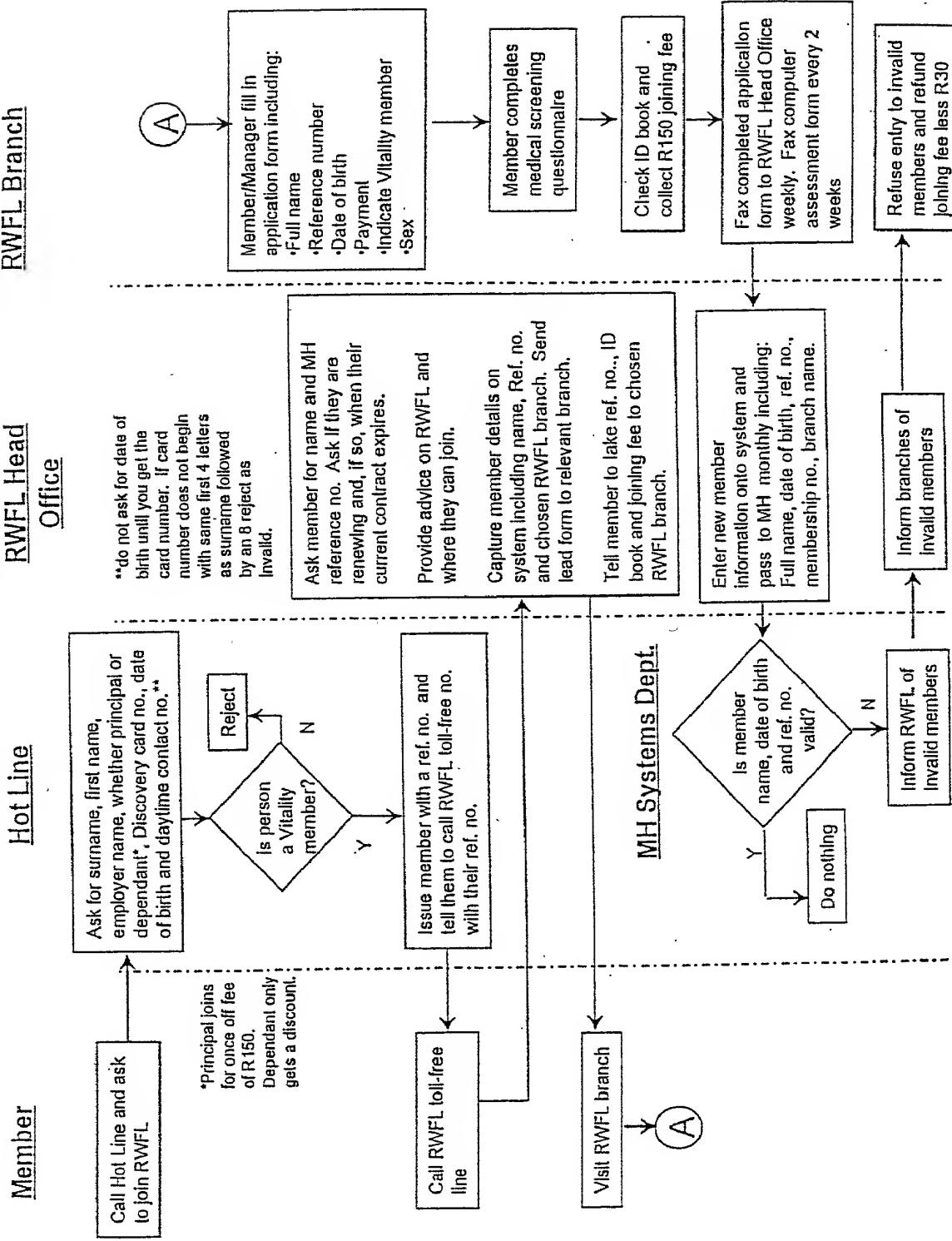
Add member and dependants to list of people that HRC/RWFL must record visits for

Monthly check with HRC/RWFL that membership details are valid

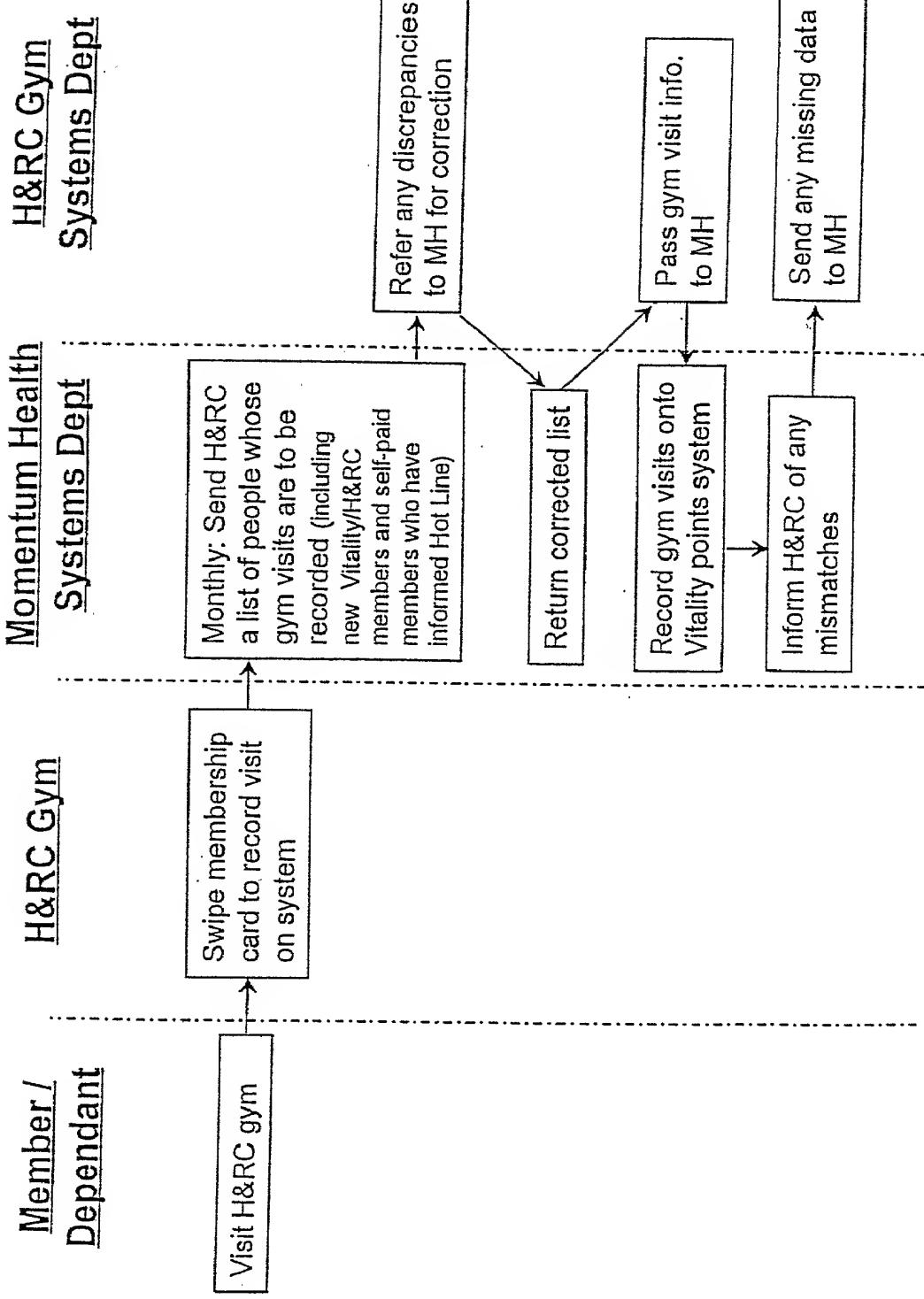
VITALITY MEMBER/DEPENDANT JOINS HEALTH & RACQUET CLUB



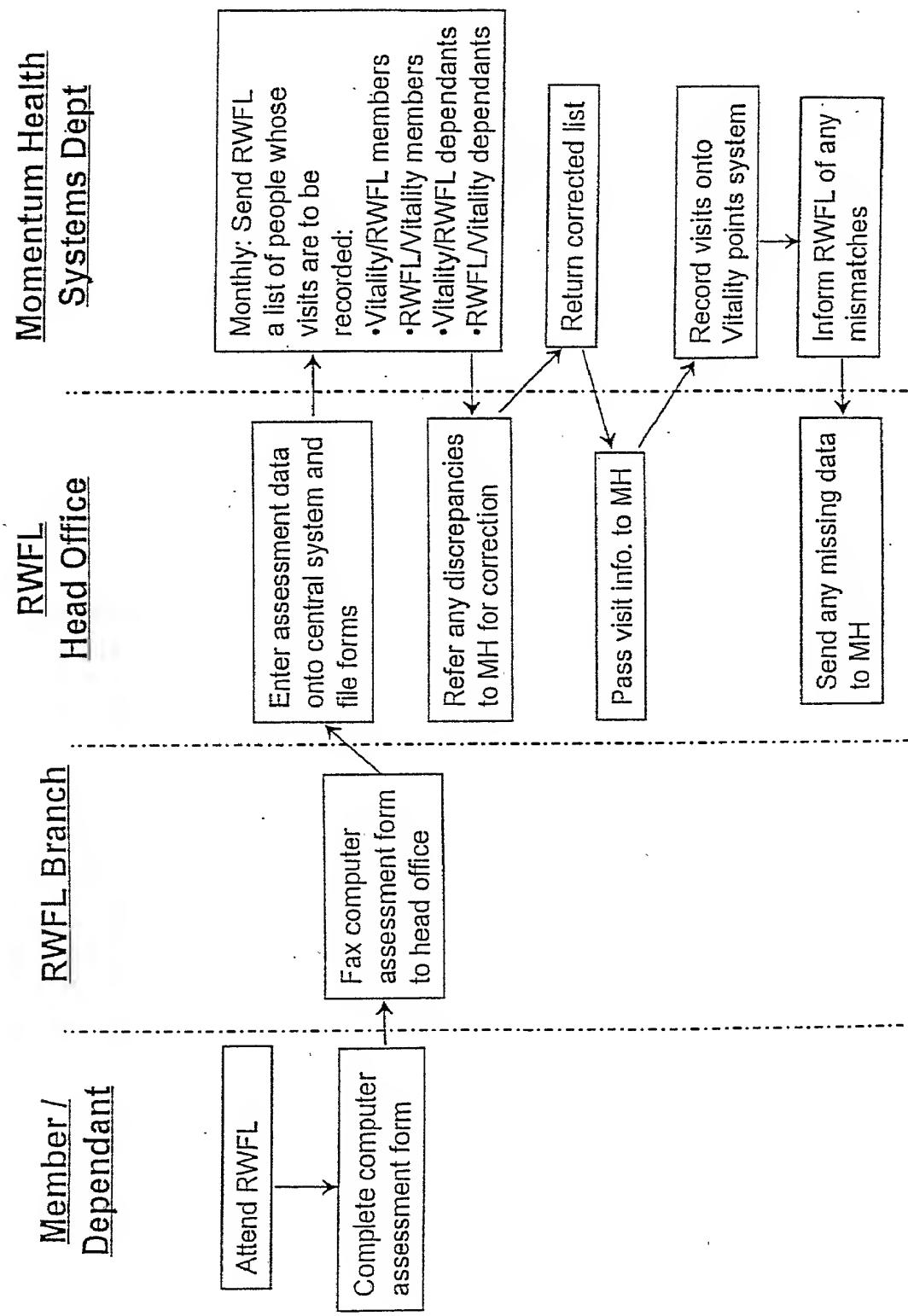
VITALITY MEMBER JOINS RUN / WALK FOR LIFE



MEMBER / DEPENDANT VISITS HEALTH & RACQUET CLUB

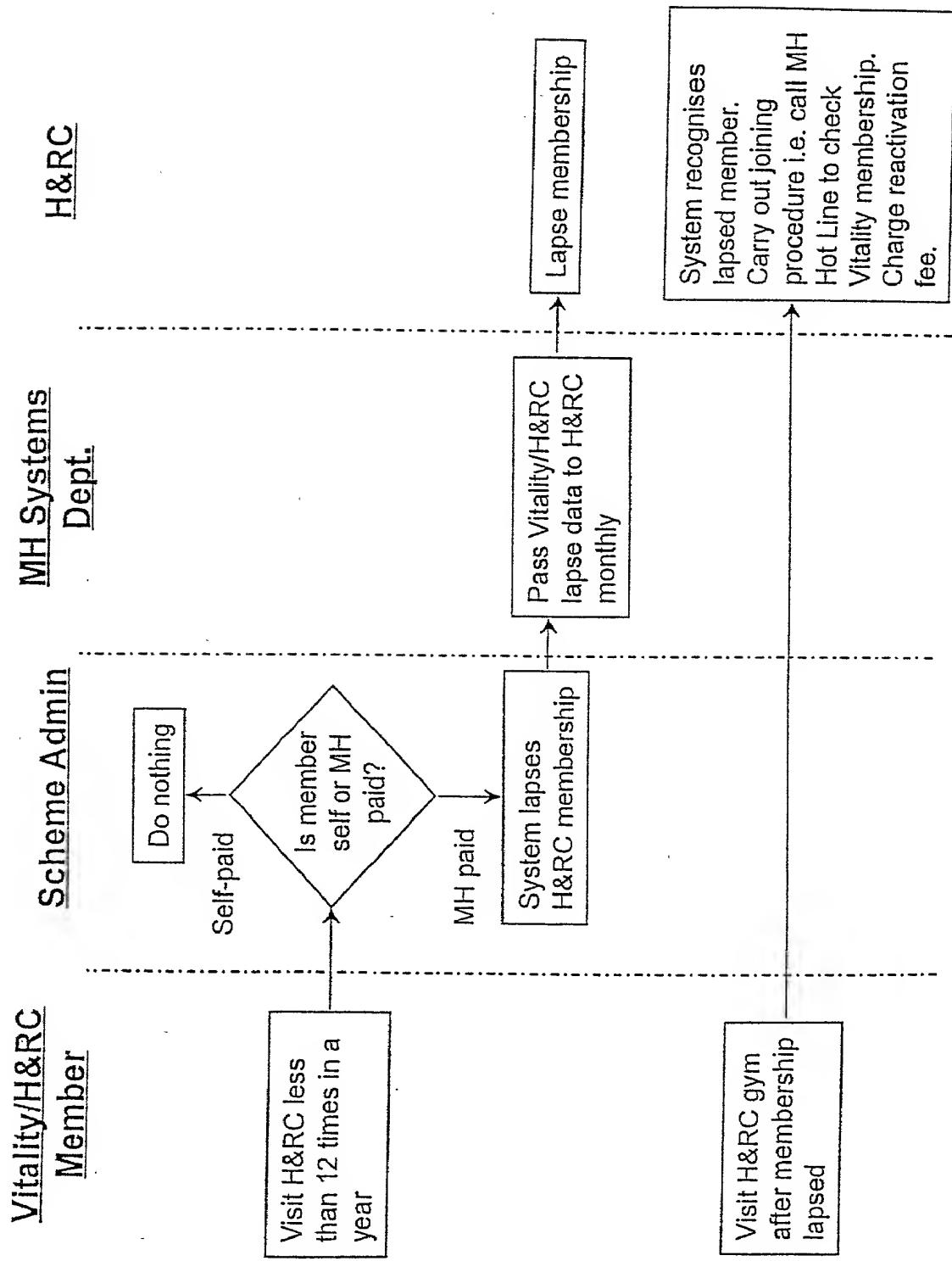


MEMBER / DEPENDANT VISITS RUN / WALK FOR LIFE

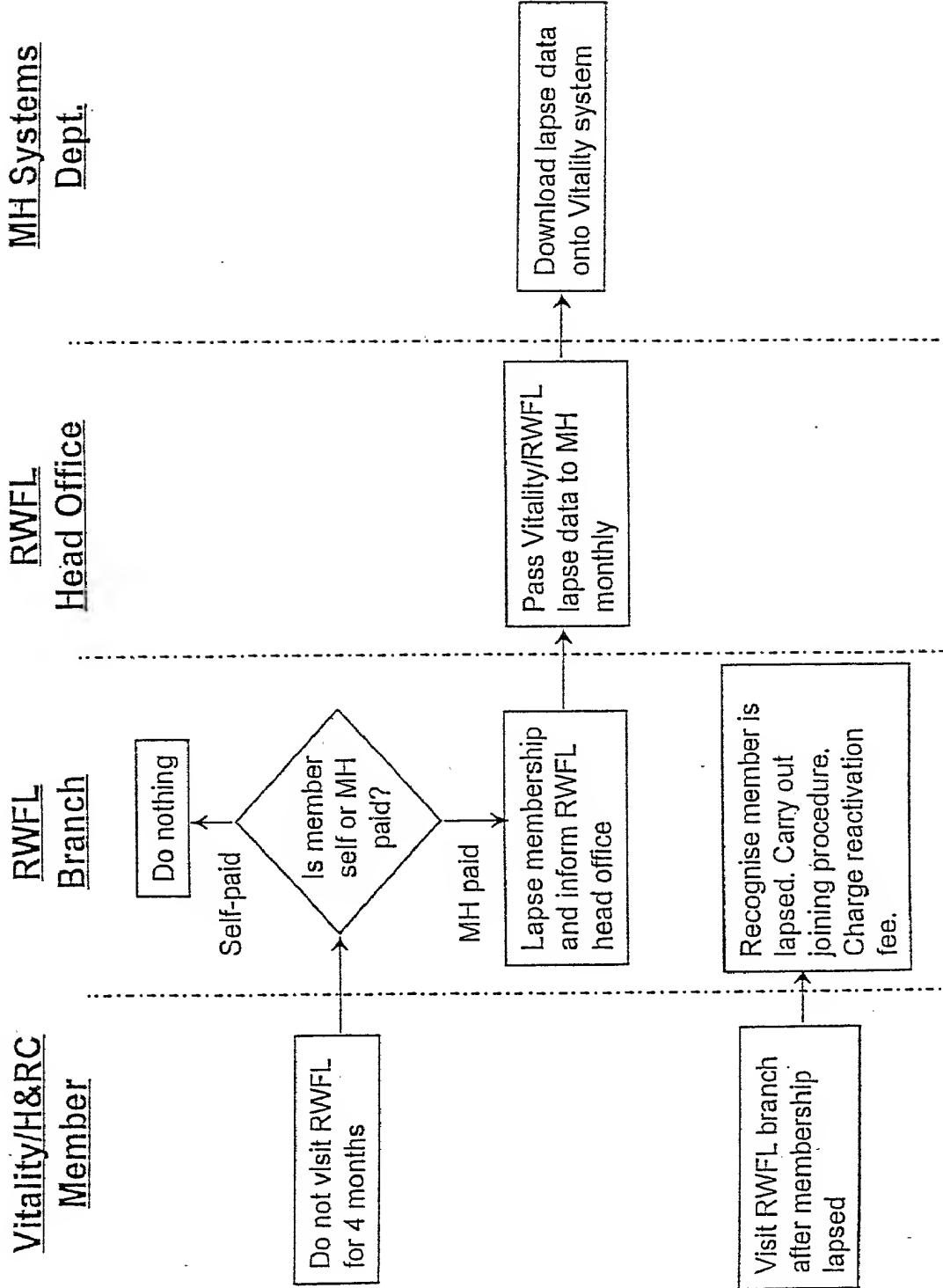


LAPSE AND REACTIVATE H&RC MEMBERSHIP

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LAPSE AND REACTIVATE RWFL MEMBERSHIP



SCORE VARIOUS VITALITY POINTS

PRE-AUTHORISATION:

Vitality Member

Pre-authorise in hospital treatment >2 days in advance

Managed Care

Record pre-authorisation details; date of call & date of hospitalisation

MH Systems Dept.

Download pre-authorisation data and allocate Vitality points - monthly

CALL DEMAND MGT LINE:

Vitality Member

Call Demand Management Line

Demand Management Line

Record Discovery card no., employer name, date of birth and date of call

MH Systems Dept.

Download Demand Management data and allocate Vitality points - monthly

UNDERGO TESTS:

Vitality Member

Undergo mammogram or cholesterol screening or Hep. B vaccination. Submit claim.

Claims Assessing

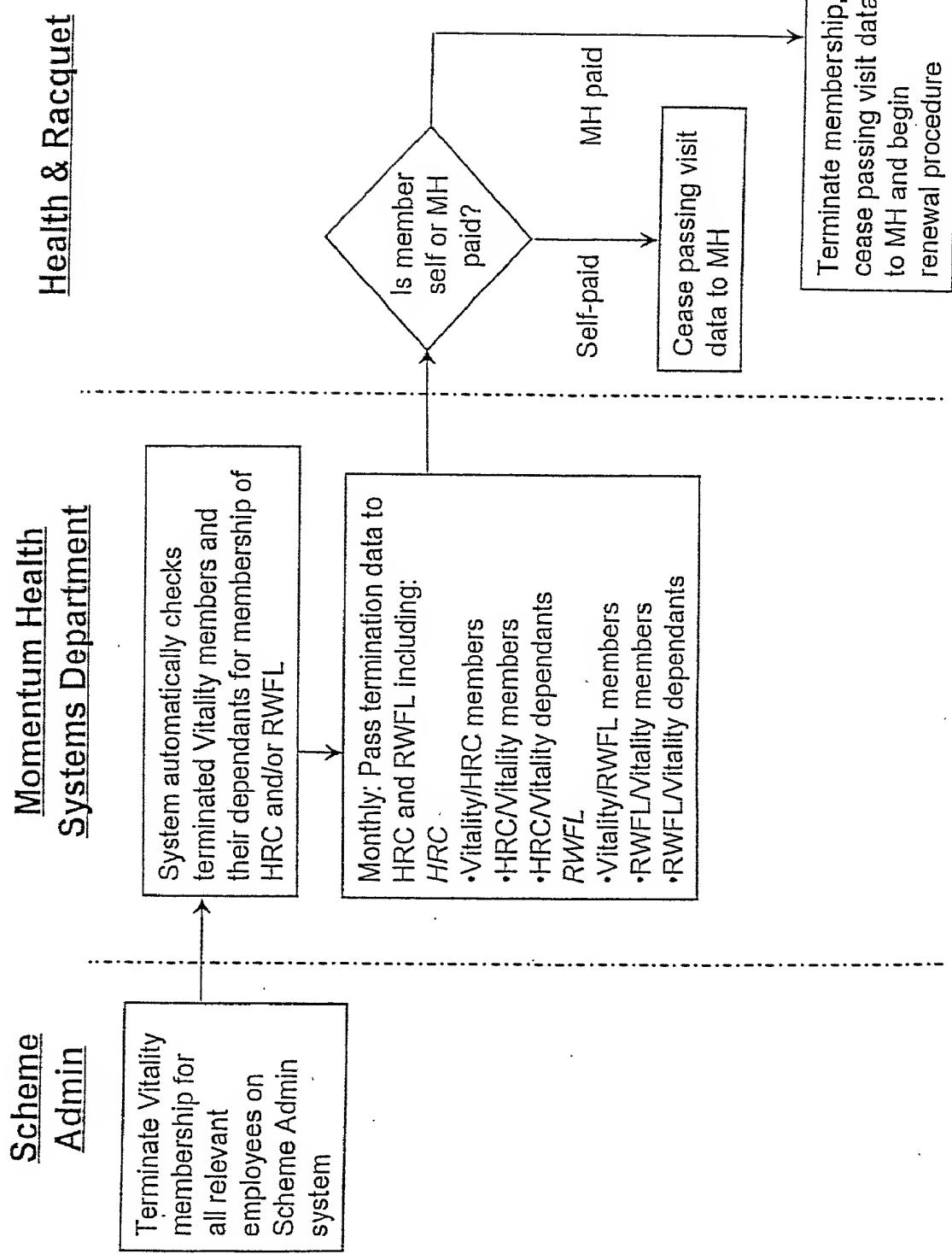
Assess claim

MH Systems Dept.

Download claims data and allocate Vitality points - monthly

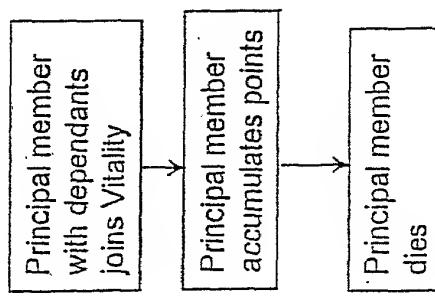
EMPLOYER / EMPLOYEE LEAVES DISCOVERY OR VITALITY

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PRINCIPAL MEMBER DIES

Principal Member/
Employer



Scheme Admin

Finance Dept.

